

**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**  
9535 E. DOUBLETREE RANCH ROAD, SUITE 100, SCOTTSDALE, AZ 85258  
PHONE (602) 364-1PET (1738) FAX (602) 364-1039  
VETBOARD.AZ.GOV

Received

JAN 29 2018

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# COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

**FOR OFFICE USE ONLY**

Date Received: Jan 29, 2018

Case Number: 18-64

**A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:**

Name of Veterinarian/CVT: Dr. Jennifer Urbanez

Premise Name: Eye Care for Animals, North Scottsdale, AZ

Premise Address: 22595 N. Scottsdale Road, Suite #100

City: Scottsdale      state: AZ      Zip Code: 85255

Telephone: 480 948 2362

**B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINTS:**

Name: Kristen Hammond & Nick Funk

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Telephone: \_\_\_\_\_ Cell Telephone: \_\_\_\_\_

**\*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.**

**C. PATIENT INFORMATION (1):**

Name: Apollo Funk  
Breed/Species: Chinese Shar pei  
Age: 10 Sex: Male Color: Beige

**PATIENT INFORMATION (2):**

Name: \_\_\_\_\_  
Breed/Species: \_\_\_\_\_  
Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Color: \_\_\_\_\_

**D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:**

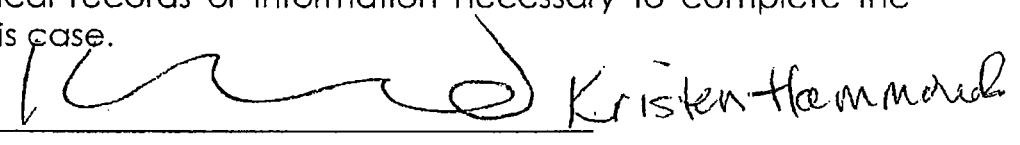
*Please provide the name, address and phone number for each veterinarian.*  
Dr. Jennifer Urbanez Same address as above.

**E. WITNESS INFORMATION:**

*Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.*  
Nick Funk  
Kristen Hammond

**Attestation of Person Requesting Investigation**

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature:  Kristen Hammond

Date: 1/20/2018

## **F. ALLEGATIONS and/or CONCERNS:**

*Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.*

failure to provide appropriate follow up care to my dog post surgery, including refusal of taking out his stitches.

Apollo popped his stitches in less than 4 hours after surgery, while wearing the clear plastic cone they sent him home in. We were immediately alarmed and distressed so we called the 24 hour nurses hotline at 8:30pm Thursday same day of surgery. They told us we couldn't see a doctor in the same North Scottsdale facility but if we really insisted, that we could show up at another office and they would try to see us. they did not want to accept a picture of his eye and laughed at me trying to suggest that the dog-cones they stumble around in are funny. My dog is in pain and something is 100% not right, not funny at all, and I told her this was inappropriate. I then asked her about bringing in my dog, as when we interviewed this vet (and had used 6 months prior for same surgery on our other dog without issue), we were told that emergency care would be provided if necessary. When I asked the nurse on call about bringing in my dog She said I have two options. I asked what the difference was, and she laughs again, saying , quote:" If I have to come in tonight and deal with this, it will be VERY expensive. If you wait until the morning, it will just be kind of expensive". ... my jaw dropped and I again explained my concern is my dogs health, so does he need to be seen tonight? that conversation went no where. Worthless 24-hour nurses line if all they do is laugh at you and not attend to the needs of the patient. It was extremely not reassuring, plus now I'm headed to Glendale and have no idea why we can't go to Scottsdale where we paid for and selected our services. Interviewing them ahead of time, trusting their staff from dealing with our other dog there in North Scottsdale. but regardless, we would do whatever is necessary for our dogs health to be taken care of. and he seems to be in aggravation and pain post surgery with excessive green and yellow stuff draining, hating his cone and trying to deal with post surgery. \$2700 worth of surgery, might I add. Including being charged up front for 2 post-surgery follow up exams. (we were given one free on paper, and then charged for a second one). As they want to make sure they take every cent up front.

We showed up as directed, no certified doctor available even in the Glendale location (a resident was available, said the yellow green stuff is bad but he should be fine -- I begged to have a doctor check him, was told no doctors ever work on Fridays in their organization. (3 day weekend is a perk). They also had no interest in accepting pictures of his eye, would not simply let me text one or take one themselves and send it over to a doctor, preferably Dr. Jennifer Urbanez. The Resident that looked at Apollo's eye told me specifically I should be watching out for a large amount of yellow green goo, and if it doesn't get better, bring him back in, but we should be fine to finish waiting until our 3-week check up (which again was pre-paid for and pre-scheduled in advance of surgery).

To add to all of this, the Glendale Eye Care for Animals facility was filthy dirty from top to bottom. Infested with black bugs, human hair, dirt, dust and animal hair. I complained about this directly to the Eye Care For Animals Corporate Office, Karen Webster, CEO and was told over the phone as I was still standing inside the facility looking at the bugs that there were no bugs. Eye Care For Animals official stance, without investigation and while looking at the pictures of the bugs inside their office, chose to try and take the line that the bugs don't exist, IM STILL LOOKING AT THE BUGS WHILE STANDING INSIDE THEIR FACILITY. They also have a bunch of homeless people pushing shopping carts in front of the doors, laying down/sleeping on the sidewalk of the attached business. Classy facility. It is a facility I would never choose to step into if not under this terrible circumstance. North Scottsdale is state of the art, clean and has an emergency animal hospital attached. This is bait and switch. Sad that it is also a horrendous medical issue being experienced simultaneously.

Apollo and I went home, feeling quite helpless and unsupported. we patiently waited for our 3 week check up appointment to come, trusting the advice we had been given as they had performed the same surgery on our other dog Triton, 6 months prior with out any issues, so when they told me he is fine, despite my belief that he is not okay, I trusted them. and I patiently waited until the appointment date. and I filled out a AZ State Vet Board complaint on the issue of the bugs. Gross, disgusting bugs. Why am I bringing my post-surgery open wound dog into a medical facility full of bugs on the bad side of town? Not by my choice in any way, but because this is where we were told to go to get my dog helped. I take it they didn't like my complaint (if you don't like it, CLEAN UP YOUR FACILITY. PROBLEM SOLVED -- don't take it out on Apollo).

After waiting 3 weeks, 3 weeks of watching my dog every moment of the day and night, watching him struggle in a cone, struggle with his eyes, not be able to sleep or go to a park or outside at all, hoping there would FINALLY be a doctor who would look at him and assure us that he is fine (or not fine, because he WASNT and ISNT fine), at 3pm, the day before Apollo's pre-paid and pre-scheduled 10am appointment for the next day, Dr. Jennifer Urbanez called me and clearly informed me she was cancelling his follow up appointment and we would not be seen by her staff or in her facility. That's less than 2 business hours notice. Why did you wait so long to cancel if you had no intention of seeing us? I find that it is extremely clear this facility dropped the ball from the beginning and then kept kicking Apollo down the road. They never have taken responsibility for their actions, and further, the board investigation into the bugs,

Feb 15, 2018

18-64

To whom it may concern,

Regarding Ms. Hammond's complaint regarding appropriate follow-up:

As noted on my email to Karen Webster on Wed, Oct 11, 2017 at 3:22pm, I let Ms. Hammond know that my colleague, Dr. Joanna Norman would be happy to see her for follow-up. Ms. Hammond was rude beyond repair to my staff and Karen, including calling people inappropriate and derogatory names. Further follow-up at my office would be insulting to my staff that were verbally abused by her. So Dr. Norman kindly agreed to take over the case. But it sounds like Ms. Hammond never scheduled a follow-up with her.

Regarding Ms. Hammond's complaint regarding refusal to take out stitches:

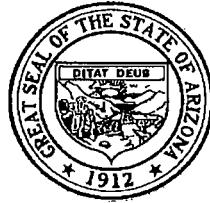
I used 5-0 vicryl rapid, which dissolve and fall out on their own after day 14. Suture removal is not part of follow-up, but a full ocular exam is. Dr. Norman agreed to do follow-up. She is board certified and available.

Sincerely,

Jennifer Urbanz, DVM

*Jennifer L Urbanz, DVM*

**DOUGLAS A. DUCEY**  
- GOVERNOR -



**VICTORIA WHITMORE**  
- EXECUTIVE DIRECTOR -

## **ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

1740 W. ADAMS ST., STE. 4600, PHOENIX, ARIZONA 85007

PHONE (602) 364-1-PET (1738) • FAX (602) 364-1039

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### **INVESTIGATIVE DIVISION REPORT**

**TO:** Arizona State Veterinary Medical Examining Board

**FROM:** Investigative Division

**RE:** Case: 18-64

Complainant(s): Kristen Hammond/Nick Funk

Respondent(s): Jennifer Urbanz, D.V.M. (License: 3693)

#### **SUMMARY:**

Complaint Received at Board Office: 1/29/18

Board Discussion: 3/21/18

#### **APPLICABLE STATUTES AND RULES:**

Laws as Amended July 2014

Salmon); Rules as Revised

September 2013 (Yellow)

Complainants' dog, "Apollo," a 10-year-old male Chinese Shar-Pei had entropion corrective surgery on all four lids by Respondent on September 21, 2017. The procedure was performed and the dog was discharged. The next day the dog was seen by Respondent's associate after possibly scratching his sutures out at the Phoenix location – Complainants felt the staff was unfriendly and noticed there were dead bugs in the exam rooms. Additionally, the door to the exam room was not latching and Complainants had to place a chair against the door to keep closed.

On October 11, 2017, Respondent stated that she advised Complainants that her associate would handle the follow-up of their dog but Respondent would no longer see the dog due to Ms. Hammond verbally abusing her staff.

**PROPOSED 'FINDINGS of FACT':**

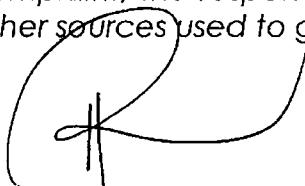
1. On September 21, 2017, the dog had entropion corrective surgery on all four lids and was discharged with an Elizabethan collar. That evening while outside with Complainants, the dog attempted to remove the Elizabethan collar and scratch at the eyes. Complainants believed the dog was able to reach an eye and pull out some sutures therefore Eye Care For Animals after hours line was called.
2. According to Complainants, the on-call pet nurse laughed at her and showed no concern. She told Complainants that it would be expensive to be seen that evening and recommended waiting until morning. Complainants were not happy with the recommendation and emailed the premise that evening.
3. According to the pet nurse, Ms. Jagos, Complainants were not open to options and it did not sound like the dog's incision was affected. Complainants were upset that the Elizabethan collar put the dog at risk. They were to call the next morning to have the dog's eyes evaluated.
4. According to Complainants, when they called the premise the following morning a doctor was not available to see the dog at the Scottsdale location. Complainants were requested to take the dog to the Phoenix location. Upon arrival, the staff was unfriendly; when placed in an exam room, the door to the room would not latch closed therefore Complainants placed a chair at the door to ensure another dog would not enter the room. Additionally while waiting, Complainants stated they saw half dead bugs on the floor. When moved to a second room, Complainants witnessed more half dead bugs on the floor.
5. Complainants stated the dog was seen by a doctor who determined that the dog did not remove any of his sutures; Complainants felt this was not accurate. They felt there was a post-surgical bait and switch. Complainants had the surgery performed on Thursday at the Scottsdale location and were unaware that doctors were not available at that location on Fridays, if they had an issue, requiring her to go to the Phoenix location which they felt were unfriendly and dirty.
6. Dr. Auten, Respondent's associate, performed the post-surgical emergency exam on the dog. Sutures were intact and no abnormalities were noted; the dog was discharged. Dr. Auten was present during the dog's surgery the day before and had complete knowledge of the dog's case management.
7. On September 27, 2017, Complainants filed a complaint with the Board regarding the bugs at the Phoenix premise. They were scheduled to see Respondent in 3 weeks for a recheck.
8. Complainants state that the day before the appointment, Respondent called to let them know that she was cancelling the follow-up appointment and could not be seen by her staff or in her facility.
9. On October 11, 2017, according to Respondent, Complainants were notified that her colleague, Dr. Norman would be happy to see her for follow-up. Ms. Hammond was rude

beyond repair to her staff and Ms. Karen Webster, CEO, calling people inappropriate and derogatory names and further follow up at her office would be insulting to her staff that was verbally abused by Ms. Hammond. Dr. Norman agreed to take over the case; Complainants did not schedule a follow up appointment.

10. Respondent explained that she used 5-0 vicryl rapid for the entropion procedure which dissolve and fall out on their own after 14 days; suture removal is not part of the follow up, but an ocular exam is. Dr. Norman agreed to do the follow up on the dog – she is board certified and available.

11. On October 31, 2017, Complainants were refunded their pre-paid recheck exams.

*The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.*



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Tracy A. Riendeau, CVT  
Investigative Division